

**REMARKS**

Claims 1-2 are pending.

Claims 1 and 2 stand rejected under 35 USC §103(a) as being allegedly unpatentable over Stier (US 6,591,258).

**Changes in the Claims:**

Claims 1 and 2 have been amended and Claims 3-15 have been added in this application to further particularly point out and distinctly claim subject matter regarded as the invention.

Amendment to claims 1 and 2 are supported by the specification, specifically, by paragraphs 0009.

Claim 3 is supported by the specification by paragraph 0008.

Claim 4, 5, is supported by the specification by paragraph 0009.

Claim 6 is supported by the specification by paragraph 0013.

Claims 7, 8, 9 is supported by the specification by paragraphs 0006, 0008, 0017.

Claim 10 is supported by the specification by appendix C and D.

Claims 11, 12 are supported by the specification by paragraphs 0009, 0010, 0016.

Claim 13 is supported by the specification by paragraph 0015.

Claim 14 is supported by the specification by paragraph 0012.

Claim 15 is supported by previously presented claims 1 and 2.

No new matter has been added.

**Rejection under 35 USC §103(a) – claims 1-2**

Claims 1-2 stand rejected under 35 USC §103(a) as being allegedly unpatentable over Stier et al. (US. Patent No. 6,591,258). This rejection is respectfully traversed.

Under MPEP §706.02(j), in order to establish a prima facie case of obviousness required for a §103 rejection, three basic criteria must be met: (1) there must be some suggestion or motivation either in the references or knowledge generally available to modify the reference or combine reference teachings (MPEP §2143.01), (2) a reasonable expectation of success (MPEP §2143.02), and (3) the prior art must teach or suggest all the claim limitations (MPEP §2143.03). See In re Royka, 490 F. 2d 981, 180 USPQ 580 (CCPA 1974).

Applicants respectfully submit that the proposed modification of Stier does not all of the claim limitations of claims 1-15. Stier describes a method of managing knowledge in a knowledge base. The knowledge is stored in a plurality of existing knowledge objects having existing elements of information. See Col. 2, lines 63-64. In particular, the knowledge objects are defined by knowledge object types, and records are defined by record types. See Col. 8, lines 7-9. These static knowledge objects are particularly applied in the context of technical support environment where knowledge includes the symptoms and the causes of the problem. The knowledge base in Stier is grouped by objects and records and not by workflow. In contrast, claims 1 and 2 of the present invention claim “capturing existing knowledge in a predetermined format of selected information categories **grouped in a plurality of workflows.**” On the other hand, Stier describes that the information in the knowledge base memory is stored in knowledge objects having a plurality of elements of information consisting of records having

associations and thus the information is not organized and grouped in a plurality of workflow.

Applicant therefore submits that the rejection based the Stier reference is improper and should be withdrawn. Thus, Applicant submits that claims 1-2 recite novel subject matter which distinguishes over any possible modification of Stier.

**Conclusion**

For all of the above reasons, applicants submit that the amended claims are now in proper form, and that the amended claims all define patentable subject matter over the prior art. Therefore, Applicants submit that this application is now in condition for allowance.

**Request for allowance**

It is believed that this Amendment places the above-identified patent application into condition for allowance. Early favorable consideration of this Amendment is earnestly solicited. If, in the opinion of the Examiner, an interview would expedite the prosecution of this application, the Examiner is invited to call the undersigned attorney at the number indicated below.

Respectfully submitted,  
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